

# Candidate Information Bulletin



## STATE OF MAINE

### PROPANE AND NATURAL GAS EXAMINATION

#### Examination Requirements

The Propane and Natural Gas Board issues one Propane and Natural Gas Technician license with endorsements as follows:

- **Delivery Technician** – This endorsement is required for persons who deliver propane at a customer's location. This endorsement is not required for a delivery technician to operate a motor vehicle.
- **Plant Operator** – This endorsement is required for persons who work at a bulk plant and handle propane and propane equipment.
- **Tank Setter and Outside Piping Technician** – This endorsement is required for persons who set and maintain propane tanks and outside piping.
- **Appliance Connection and Service Technician** – This endorsement is required for persons who install and service propane and natural gas appliances and indoor piping up to 500,000 BTUs per appliance.
- **Large Equipment Connection and Service Technician** – This endorsement is required for persons who install and service propane and natural gas appliances and indoor piping over 500,000 BTUs per appliance.

An applicant must meet the following requirements for the following examination(s):

- Any person working as a technician in the propane or the natural gas industry before January 1, 1996 is deemed qualified to sit for the examination; or
- Persons entering the propane and natural gas industry after January 1, 1996 must complete a Board approved training program.

In order to qualify for the Large Equipment Connection and Service Technician endorsement, an applicant must either:

- Hold a license as a technician with the Appliance Connection and Service Technician endorsement; or
- Present proof to the Board of passage of the Basics and Appliance Connection and Service Technician examination.

#### Examination Application Form Procedures

Eligibility to take a license qualification examination is determined by the Propane and Natural Gas Board of the State of Maine and the Department of Professional and Financial Regulation. For applications and detailed information about eligibility requirements, contact:

**Propane and Natural Gas Board**  
Office of Licensing and Registration  
35 State House Station  
Augusta, Maine 04333  
207.624.8606  
[www.maineprofessionalreg.org](http://www.maineprofessionalreg.org)

You must submit the Examination Application and \$20 application fee for review to the Board at the above address.

Once you have been approved by the Board to sit for an examination, you will be notified, in writing, of the procedure to schedule your examination appointment.

#### Examinations by Thomson Prometric

The Department of Professional and Financial Regulation has contracted with Thomson Prometric (formerly Experior Assessments) to proctor its examination program. Thomson Prometric provides computerized examinations through the multistate Prometric Testing Network of testing centers. You may test at any Prometric testing center across the United States. Thomson Prometric works closely with the Board and its Examination Review Workshop to assure that examinations meet the requirements and professional test development standards. All questions for information about examinations should be directed to:

**Thomson Prometric**  
1260 Energy Lane  
St. Paul, MN 55108  
800.343.6001  
TDD User: 800.790.3926  
Fax: 800.347.9242

## Scheduling the Examination

After you receive notification from the Board that you have been approved to sit for an examination, you must:

- Review this Bulletin and understand the conditions set forth.
- Schedule your examination with Thomson Prometric.

The examination fee is \$50.

### INTERNET SCHEDULING

You may schedule your examination online with Thomson Prometric at any time at [www.exporonline.com](http://www.exporonline.com). To use this service on our Web site, follow these easy steps:

- Go to [www.exporonline.com](http://www.exporonline.com) and select **For Test Takers**.
- Choose **Maine** from the list of states provided.
- Under **Construction**, click on **State Construction License Exams**.
- Click on **Schedule, Reschedule, Cancel or Confirm Your Appointment Online**.
- Follow the simple, step-by-step instructions to complete the scheduling process. Please have your MasterCard or Visa available for online payment of examination fees.

### PHONE SCHEDULING

To schedule by phone, call Thomson Prometric at 800.343.6001 between 8 a.m. and 9 p.m. Eastern time, Monday through Friday. Schedule your exam early to get your preferred site and time.

**Note:** If you require ADA accommodations, you must schedule your examination by calling 888.226.9406.

Testing does not take place on the following holidays or weekends on which the holiday falls:

- Martin Luther King Jr. Day
- Labor Day
- Presidents' Day
- Thanksgiving Day and Friday after
- Memorial Day
- Christmas Day and the day after
- Independence Day and the day before

**Note:** Be advised that there may be additional state-observed holidays in the state where you schedule your exam appointment.

### RESCHEDULING YOUR APPOINTMENT

To avoid a rescheduling fee, you must contact Thomson Prometric at least **three full business days** before the day of your scheduled appointment. **Before you reschedule your examination**, refer to the following chart to determine the *last day* you may reschedule without paying a \$40 rescheduling fee.

**Note: The schedule below does not include holidays.**

If your exam is on:	Call by 9 p.m. Eastern time the previous: (this is the last day you may call without paying a rescheduling fee)
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

If you do not allow at least three full business days to reschedule your appointment, as described above, you will be required to pay a \$40 rescheduling fee prior to choosing another appointment. You may pay this fee with Visa or MasterCard and reschedule your appointment online or by calling Thomson Prometric. You may also pay the rescheduling fee by mailing a cashier's check, company check, money order, Visa or MasterCard information to Thomson Prometric.

### ABSENT OR LATE FOR THE EXAM APPOINTMENT

If you miss your appointment, or arrive late for your appointment and are not allowed to test, you will need to reschedule your exam and pay a \$40 rescheduling fee prior to choosing another appointment. This fee will allow you to use your original exam registration.

If you are unable to attend your scheduled examination due to illness or emergency, call Thomson Prometric. Under certain circumstances, the fee to reschedule may be waived. Thomson Prometric reserves the right to request documentation to support any illness or emergency claim.

### EXAMINATION REGISTRATION EXPIRATION

You have two (2) years from the examination approval date to sit for the examination. After two (2) years, you must reapply. Another \$50 exam fee is required.

### EMERGENCY CLOSING

In the event of severe weather or emergencies, Thomson Prometric may need to cancel scheduled exams. In this situation, Thomson Prometric personnel will attempt to contact you via telephone; however, you may check on test site closures by calling Thomson Prometric. If the site is closed by Thomson Prometric, exams will be rescheduled at your earliest convenience, without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, you will be required to pay a \$40 rescheduling fee prior to choosing another appointment.

## Special Test Considerations

### AMERICANS WITH DISABILITIES ACT (ADA)

If you require testing accommodations under the *Americans with Disabilities Act* (ADA), please call Thomson Prometric at 888.226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow candidates with documented disabilities, which are recognized under the *Americans with Disabilities Act* (ADA), an opportunity to demonstrate their skills and knowledge. Candidates should submit professional documentation of the disability with their application to help determine the necessary testing arrangements. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

Note: If English is your second language, a language barrier is not considered a disability.

## Appeal Committee

Our goal is to provide a quality examination and pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern including all relevant facts, your signature and return address. Mail your appeal letter to:

**Thomson Prometric**  
**ATTN: Appeal Committee**  
1260 Energy Lane  
St. Paul, MN 55108

The Appeal Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals will not be accepted, as an original signature is required.**

## Copyrighted Exam Questions

All test questions are the copyrighted property of Thomson Prometric. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

## Taking the Examination

Your examination will be given by computer at a Prometric testing center. You do not need any computer experience or typing skills to take this examination. You will have a personalized introduction to the testing system and an introductory lesson, which takes place on the computer, before the start your exam. You should arrive at least 30 minutes before your scheduled examination appointment in order to verify your identification and sign in.

You must present a valid form of identification before you may test, and it must meet the following criteria:

- The document must be government-issued (driver's license, passport, state-issued identification card or military identification);
- It must have a current photo or physical description and your signature; and
- The name on the identification must be the same as the name used to register for the examination (including designations such as "Jr." or "III," etc.)

Failure to provide appropriate identification at the time of the examination is considered a missed appointment. If you cannot provide the identification as listed above, contact Thomson Prometric before scheduling your exam appointment to arrange for an alternative way to meet this requirement.

## What to Bring to the Examination

**You MUST bring the following to the test center:**

- *NFPA 54 and NFPA 58*, current edition. (No loose or attached notes are allowed in your Code books.)
- Current driver's license, passport, military or state-issued identification card. See *Taking the Examination* for identification criteria. **You will not be permitted to test without proper identification.**

**Note:** You may bring a silent calculator or slide rule for use at the test center. Refer to *Regulations at the Test Center* for type of calculator permitted.

## Regulations at the Test Center

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

- Only approved references are allowed during the examination. Candidates are required to bring the current editions of *NFPA 54 and NFPA 58*. Photocopies of reference materials may NOT be used. No handwritten or additional notes are allowed in the reference books (no letters, words, diagrams, etc.). Any reference material that has been written in during the exam will be confiscated. Highlighting and permanent tabbing is acceptable prior to the

exam. Please note that Post-it® notes are not permanent and will not be allowed. Sharing reference materials is not allowed. Reference materials will be checked at the examination site before and after the examinations.

- Candidates may not use any other reference materials, papers or study materials at the test center. Candidates found with these or any other aids will not be allowed to continue the exam and their answers will not be scored.
- Candidates may bring a calculator or slide rule to the test center. Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used. Calculators will be available at the test center.
- Thomson Prometric is not responsible for items left in the reception area of the testing center. While lockers are provided, it is recommended that personal items not be brought into the testing center. Note the following:
  - Electronic equipment such as cameras, tape recorders, cell phones, PDAs and pagers are not permitted in the testing room and must be powered off while stored in a locker.
  - Other personal items not allowed in the testing room include digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), brief cases, purses, etc.
  - Pocket items (wallet, keys, etc.) must remain in candidate's pocket during testing or placed in a locker.
- Weapons are not allowed at the testing center.
- Candidates that leave the examination room while an exam is in progress must sign out/in on the roster and will lose exam time.
- Candidates will not be permitted to use any electronic devices or phones during breaks.
- No guests, visitors or family members are allowed at the testing center.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior, such as giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, rude or offensive language, or behavior that delays or interrupts testing, may be dismissed from the examination.

Failure to follow any of these security procedures may result in the disqualification of your examination. Thomson Prometric reserves the right to audio and videotape any examination session.

## Examination Results

At the end of your exam, your score will be shown on screen and you will receive a printed Score Report. Any questions or comments you have about your examination should be directed to Thomson Prometric.

### RELEASE OF SCORE INFORMATION

Exam scores are released only with the candidate's written consent. The Examination Registration Form constitutes written authorization for Thomson Prometric to release exam scores to the Department of Professional and Financial Regulation, Maine Propane and Natural Gas Board. To ensure confidentiality, exams results **will not** be released over the phone or faxed.

### UNDERSTANDING EXAM RESULTS

A panel of experts in the propane and natural gas field established the recommended passing score for the Maine propane and natural gas examinations by determining the minimum knowledge needed to be licensed. Candidates who have indicated, through their performance on the exam, that they possess these qualifications will receive a Score Report with the word **"PASS"** printed on it.

Candidates who do not pass the exam will receive a Score Report with the word **"FAIL"** printed on it. The Score Report will also contain the candidate's numerical score and a Strength and Weakness Report.

### PASSING CANDIDATES APPLYING FOR A LICENSE

Once the exam scores have been released to the Department of Professional and Financial Regulation, Maine Propane and Natural Gas Board, the Board will mail to candidates who pass the examination a licensing application.

### RETAKE AN EXAMINATION

Candidates must wait 14 days before retaking a failed exam. Candidates may retake any failed exam(s) within 24 months of their original testing date. If a candidate fails to obtain a passing score during the 24 months, the candidate must reapply through the state.

## Format of the Exams

Examinations are open book, multiple-choice format. Some questions may refer to a figure drawing, table or chart in the examination booklet. You are allowed three hours to complete the examination. A minimum score of 70% is required to pass each exam.

The examination categories are:

- Basic – 125 questions
- Delivery Technician – 125 questions
- Plant Operator – 125 questions
- Appliance Connection and Service Technician – 125 questions
- Tank Setter and Outside Piping Technician – 125 questions
- Large Equipment Connection and Service Technician – 100 questions

## Exam Content Areas

The examinations are based on the following content areas.

- **CETP National Propane Gas Association's Certified Employee Training Program**
  - Basic Manual
  - Propane Delivery
  - Plant Operations
  - Appliance Service
  - Appliance Installation
  - Distribution Systems
- **Honeywell Flame Safeguard Controls**
- **NFPA 54**
- **NFPA 58**

## Reference Information

The following references are required at the examination:

1. *NFPA 54, National Fuel Gas Code*, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269, 800.344.3555, [www.nfpa.org](http://www.nfpa.org).
2. *NFPA 58, Liquefied Petroleum Gas Code*, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269, 800.344.3555, [www.nfpa.org](http://www.nfpa.org).

The following references are also recommended study books for all examinations the Propane and Natural Gas Board administers. However, these materials may NOT contain all the general knowledge necessary within each classification, and they are not allowed in the testing center.

1. *National Propane Gas Association's Certified Employee Training Program (CETP)*, 1600 Eisenhower Lane, Suite 100, Lisle, IL 60532, 630.515.0600, [www.npga.org](http://www.npga.org).
  - Basic Manual
  - Propane Delivery
  - Plant Operations
  - Appliance Service
  - Appliance Installation
  - Distribution Systems
2. *Honeywell Flame Safeguard Controls*, Honeywell Incorporated, P.O. Box 92089, Chicago, IL 60674-2089, 888.466.3993.